



DEPARTMENT OF DEFENSE  
HUMAN RESOURCE ACTIVITY  
DEFENSE MANPOWER DATA CENTER  
1600 WILSON BOULEVARD SUITE 400  
ARLINGTON VA 22209-2593

27 June 2002

MEMORANDUM FOR DEERS/RAPIDS Users

SUBJECT: Return of Common Access Card Failures

When your site was installed with the capability to produce the Common Access Card (CAC), you were provided a Common Access Card (CAC) Return Form to document the reasons for returned cards. From the onset, sites have complained that this form is burdensome. Consequently, we have developed a new method.

Enclosed you will find a handout that outlines the most common reasons for CAC returns as well as instructions for annotating the appropriate codes on all CACs to be returned. In addition, we are providing your site with an initial supply of permanent markers to use for marking the cards.

This new procedure will eliminate the need for any additional paperwork. It will also allow us to capture the SSM/VO's immediate assessment of the reason for each CAC returned and allows us to provide you better service.

We hope that you find this method simplifies the CAC return process for your site. SSM/VO cooperation in annotating accurate return codes and returning these cards in a timely manner is imperative if we are to ensure continuous improvement in the issuance process and quality of the CAC. If you have any questions please feel free to contact us at 703-696-3099.

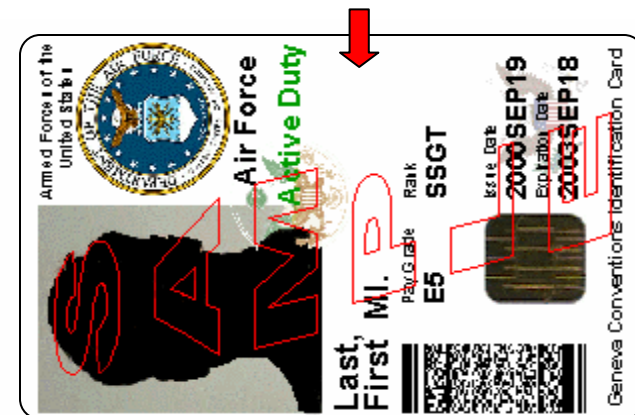
/s/

Edward H. Haldeman  
Chief, DEERS/RAPIDS Operations Division

## CAC RETURN CATEGORY CODE INSTRUCTIONS

The Common Access Card (CAC) return category codes are to be marked immediately on the CAC with the ACO-provided permanent black marker during issuance failure or upon customer return of a previously issued CAC. This will ensure the reason for returning the CAC is accurately documented based on a real-time assessment. The codes on the reverse side correspond to RAPIDS CAC issuance prompts and are to be marked on the front of the CAC as follows:

1. Turn the CAC horizontally so that the picture is in the lower left corner with the PDF 417 barcode to its right.
2. Use the codes on the reverse side to mark the CAC in the unprinted space above the chip, between the Member Category and the Issue Date.
3. Mark the codes based on the best assessment of the reason for return. For example, after the printing phase, if the CAC appears to have faulty lamination, the code written on the CAC would be "B4".
4. SSMs are to collect all marked CACs daily and mail via FedEx at the end of the work week. The mailing procedure for returning CACs by FedEx remains unchanged and should be mailed to: DRAC, 1600 North Beauregard St., Suite 100, Alexandria, VA 22311.



## CAC RETURN CATEGORY CODES

At Initial Screen Prompt (Customer returns)	At Printed CAC Screen Prompt (Issuance Failures)	At Bar Code Prompt (Issuance Failures)	At Encoding Prompt (Issuance Failures)	No Prompt (System Failures/Testing)
<b>A. Feedback report for previously issued CACs</b> <ol style="list-style-type: none"> <li>1. Status change/expired</li> <li>2. Worn card                             <ol style="list-style-type: none"> <li>a. magnetic stripe</li> <li>b. front barcode (417)</li> <li>c. back barcode (39)</li> <li>d. chip failure</li> </ol> </li> <li>3. Abused card</li> <li>4. Stolen/lost card</li> </ol>	<b>B. Printer</b> <ol style="list-style-type: none"> <li>1. Discoloration</li> <li>2. Poor front barcode print quality</li> <li>3. Poor back barcode print quality</li> <li>4. Faulty lamination</li> </ol> <b>C. Card Stock Quality</b> <ol style="list-style-type: none"> <li>1. Blotches, pitting, etc.</li> <li>2. Scratches</li> <li>3. Debris</li> </ol> <b>D. SSM/VO Action</b> <ol style="list-style-type: none"> <li>1. Cards inserted into printer incorrectly</li> <li>2. Data entered incorrectly</li> <li>3. Re-issue for photo</li> </ol>	<b>E. Scanner failed to verify barcode</b>	<b>G. Software</b> <ol style="list-style-type: none"> <li>1. Failed to encode chip (write the error number on CAC)</li> <li>2. Failed to connect to IP</li> <li>3. CA slow/drops off-line</li> </ol>	<b>H. System Failures</b> <ol style="list-style-type: none"> <li>1. Failed to Save to DEERS</li> <li>2. System freeze or Dr. Watson error</li> </ol> <b>J. System Testing</b> (Technical Use Only) <ol style="list-style-type: none"> <li>1. Installation testing using chip cardstock</li> <li>2. Troubleshooting and testing with chip cardstock</li> </ol>

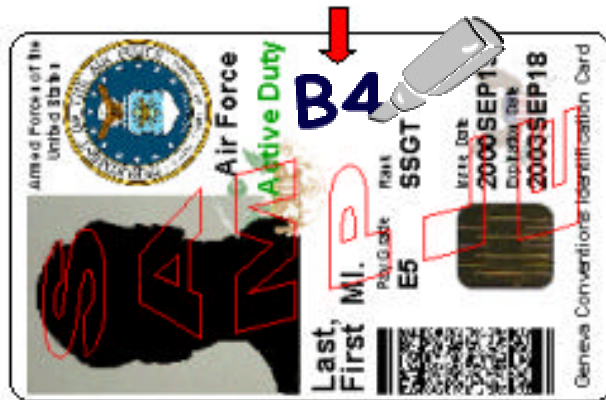
## Common Access Card (CAC) Return Instructions

### Basic Instructions

Effective immediately, the Common Access Card (CAC) return procedures have been simplified for the RAPIDS user. Return category codes are to be marked directly on the CAC with a permanent black marker during issuance failure or upon customer return of a previously issued CAC. This procedure will save time and ensure the reason for returning the CAC is accurately documented based on a real-time assessment. ACO will provide the initial supply of two black permanent ink markers per site and one CAC Return Category Code sheet per RAPIDS workstation. Each site will be responsible for subsequent supplies of similar permanent black markers.

These instructions are to be followed for each recovered CAC. This includes any CAC that did not print or encode correctly, is damaged or found defective, recovered as a result of a status or rank change, or returned to your site. Please note that this procedure **does not pertain to teslin ID cards or chipless cards**. The codes in this document correspond to RAPIDS CAC issuance prompts and are to be marked on the front of the CAC.

1. Turn the CAC horizontally so that the picture is in the lower left corner with the PDF 417 barcode to its right.
2. Use the codes as described in this document to mark the CAC in the unprinted space above the chip, between the Member Category and the Issue Date.
3. Mark the codes based on the best assessment of the reason for return.



### Using the Common Access Card (CAC) Return Category Codes

CAC return reasons fall into five general categories:

- Category 1: Customer Returns
- Category 2: Issuance Failure Discovered after Printing
- Category 3: Issuance Failure Discovered when Reading Barcode
- Category 4: Issuance Failure During Encoding
- Category 5: System Failure/Testing

**Category 1: Customer Returns** – describes those CACs being returned for routine reasons, not because of a CAC defect or failure. These reasons include, but are not limited to:

- End of employment – the sponsor has terminated their employment with the service, contract or agency through which they had received a CAC. This return does not usually result in a reissued CAC.
- CAC expired/reenlistment – the CAC has expired. For many Government Contract personnel, this may be as frequent as every year. This return also includes reenlistments of enlisted personnel or extensions of personnel in a particular category of condition.
- Information change (rank, name, etc.) – the information on the CAC became invalid due to a promotion, name change, or other change in the sponsor's printed info.
- Turned in (lost/recovered) – the CAC was turned in usually by a third party. Follow procedures for termination of lost CAC and complete the Return Form.

CAC return category codes for customer returns include:

**A Feedback report for previously issued CACs**

- 1 Status change/expired
- 2 Worn card
  - a. Magnetic stripe
  - b. Front barcode (PDF 417)
  - c. Back barcode (Code 39)
  - d. Chip failure
- 3 Abused card
- 4 Stolen/lost card



**Category 2: Issuance Failure Discovered after Printing** – relates to printer, card stock quality, and SSM/VO actions.

CAC return category codes for issuance failure discovered after printing include:

**B Printer**

- 1 Discoloration
- 2 Poor front barcode print quality
- 3 Poor back barcode print quality
- 4 Faulty lamination



**C Card Stock Quality**

- 1 Blotches, pitting, etc.
- 2 Scratches
- 3 Debris



**D SSM/VO Action**

- 1 Card inserted into printer incorrectly
- 2 Data entered incorrectly
- 3 Re-issue for photo



**Category 3: Issuance Failure Discovered When Reading Barcode** – relates to production of an unreadable barcode. Note: insure that your bar code reader is fully functional.

CAC Return Category Code:

**E Scanner Failed to Verify Barcode**



**Category 4: Issuance Failure During Encoding**– can occur during the encoding of the CAC. An error message is typically provided. The Encoding Checklist Summary will inform the VO of successful and failed CAC encoding.

CAC Return Category Codes:

**G Software**

- 1 Failed to encode chip (write the error number on CAC)
- 2 Failed to connect to IP
- 3 CA slow/drops off-line



**Category 5: System Failures/System Testing (Technical Use only)** – the CAC was a result of a system failure or was used by the installer to test or troubleshoot system configuration.

**H System Failures**

- 1 Failed to save to DEERS
- 2 System Freezes or Dr. Watson error



**I System Testing (Technical Use Only)**

- 1 Installation testing using chip cardstock
- 2 Troubleshooting and testing using chip cardstock.



## Mailing Frequency

SSMs are to collect all marked CACs daily and mail via FedEx weekly. The mailing procedure for returning CACs by FedEx is described below.

Accountability and research into card performance from the field is crucial in the first few years of CAC implementation. Additionally, as the cost of each card is high, we intend to recover funds for each factory defective card that is delivered to your site.

**IMPORTANT:** All CAC stock is inventoried. Replacement card stock will be issued based on inventory records of cards issued and cards returned. Return all defective cards. Never throw card stock away. **Do not cut or mutilate recovered CACs** as testing



on defective cards must be performed. There is 100% accountability for all CACs.

## Returning CACs by Federal Express

All CACs must be returned by Federal Express (FedEx) using the DEERS/RAPIDS FedEx account number. By using this number, your site will incur no shipping costs. Follow the steps for returning your CACs:

1. Be sure to complete Section 1, including a commercial phone number.
2. Complete Section 3:

**DEERS RAPIDS Assistance Center (DRAC)**  
**1600 North Beauregard Street, Suite 100**  
**Alexandria, VA 22311**

3. Under Section 4a, mark block 20, the FedEx Express Saver checkbox.
4. Under Section 7, Payment, mark the Third Party checkbox and Use the following FedEx Account Number: **2283-7326-5**
5. Include a coversheet specifying the number of CACs being returned, your site ID, and your site's contact information.
6. Place returned CACs and coversheet into a FedEx envelope or package.
7. Affix the FedEx Airbill to the package and arrange for pickup or drop off.
8. Remove and retain the back copy of the FedEx Airbill (labeled Recipient's Copy) for your records.

**FedEx USA Airbill** 826885115925 0200

**Sender's Copy**

**1 From:** Please print or type name  
Date: \_\_\_\_\_ Sender's FedEx Account Number: \_\_\_\_\_  
Sender's Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_  
**Your address and phone number...**  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

**2 Your Internal Billing Reference:** 00000000

**3 To:** Please print or type name  
To Recipient's Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_  
Company: DEERS RAPIDS Assistance Center  
Address: 1600 North Beauregard Street, Suite 100  
City: Alexandria State: VA ZIP: 22311

**4a Express Service:** ☐ FedEx Priority ☐ FedEx Standard Overnight ☒ **FedEx Express Saver**  
☐ FedEx 2Day ☐ FedEx Overnight ☐ FedEx International Priority

**4b Express Freight Service:** ☐ FedEx 1Day Freight ☐ FedEx 2Day Freight ☐ FedEx 3Day Freight

**5 Packaging:** ☐ FedEx Envelope ☐ FedEx Pak ☐ Other (Specify): \_\_\_\_\_

**6 Special Handling:** ☐ Signature Required ☐ Signature Restricted ☐ Restricted ☐ Fragile ☐ Perishable ☐ Hazardous ☐ Other (Specify): \_\_\_\_\_

**7 Payment:** ☐ Bill Me ☒ **Third Party** ☐ Credit Card ☐ Cash/Check

**2283-7326-5**

**FedEx Account #: 2283-7326-5**

Questions? Visit our Web site at [www.fedex.com](http://www.fedex.com) or call 1-800-Go-FedEx (662-663-3333).

By using this Airbill you agree to the terms and conditions of the FedEx contract and to the terms and conditions of the FedEx contract.

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Please note this account is continually monitored and should only be utilized for the return of CAC stock. All other uses are prohibited. If you have further questions please contact the DEERS/RAPIDS Assistance Center at 1-800-3RAPIDS or the Support Center for your theatre.